

IOT Service Management - 2016

Who We Are:

A three-member team helping IOT improve relationships/partnerships with our customers.

Our Mission:

Study and implement ITIL best practices within specified areas of IOT to improve customer relations.

Department: 493031

Manager: John Toole

Formed:

January 2016. One of the CIO's key goals for IOT is to improve the relationships/partnerships between IOT and its customers. This team was created to study and implement ITIL best practices in specific areas within IOT to help IOT achieve this goal.

What We Do:

Business Relationship Mgt.	Develop and manage Liaison program to provide performance data to our customers.
Service Level Management	Develop SLA(s) to ensure the quality of the IT services provided, at a cost acceptable to the business/customer.
Service Catalog Management	Create and manage the complete list of IOT services and rates.
Incident/vFire Management	Develop processes to restore service to the customer as quickly as possible, often through a workaround or temporary fix rather than through trying to find a permanent solution.
Change Management	Develop processes to ensure standardized methods and procedures are used for efficient and prompt handling of all changes to control IT infrastructure, in order to minimize the number and impact of any related incidents.
Problem Management	Develop processes to minimize the number and severity of incidents and potential problems to the business/organization. Reduce the Impact of incidents and problems that are caused by errors within the IT infrastructure, prevent recurrence of incidents related to these errors.
Continual Service Improvement	
Quality Control	Report and remediate issues in which inter-group procedures are not followed. Review and enhance procedures, policies and tools when appropriate.
Customer Satisfaction Mgt	Survey, report and remediate customer issues with IOT services/procedures. Review / enhance procedures based on customer feedback.

Tasks Internal to IOT:

<i>Pinnacle App Support</i>	<i>Support and upgrades for Pinnacle – IOT's Billing System</i>
<i>IOT Team Handbook</i>	<i>Maintain IOT Team Handbook, add new processes, make sure all IOT employees understand it.</i>
<i>Organization Chart</i>	<i>Maintain the IOT Organization Chart</i>
<i>Office Layout</i>	<i>Maintain the IOT Office Layout</i>
<i>Performance Review</i>	<i>Assist with IOT's Annual Performance Review Process (distribution modeling)</i>
<i>Humana Vitality</i>	<i>Assist IOT employees in determining how they can meet their health goals - the "Calculator"</i>

Our Metrics:

IOT's metrics

Our Customers:

State agencies that use any of the 80+ products/services provided by IOT.

Major Accomplishments:

1. Developed & published 1st ITIL-based IOT Services Catalog.
2. Developed & published the IOT Department Briefs.
3. Developed & initiated the Agency Liaison Program.
4. Created & Host the IOT Problem Management Committee.
5. Currently managing the 6-month Gartner IOT Services & Rates Benchmark Study.